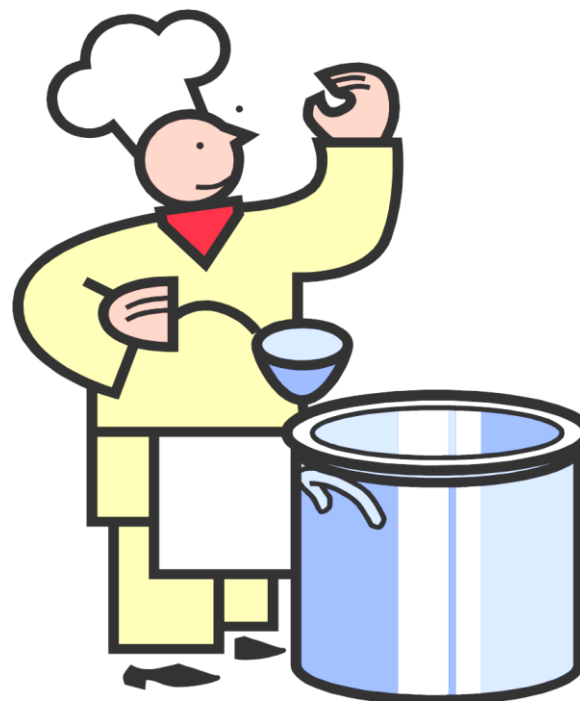


Safe Food, Healthy Customers

A HANDBOOK FOR FOOD WORKERS



Springfield-Greene County
Health Department
Helping people live longer, healthier, happier lives

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. SERVICES PROVIDED ON
A NON-DISCRIMINATORY BASIS.

03/15

A Publication of the
Springfield-Greene County Health Department

Dish washing — the process of cleaning, rinsing and sanitizing dishes and the food contact surfaces of equipment by hand or by machine, using heat or chemicals.

Equipment — items used in the operation of a food service establishment such as slicers, mixers, stoves, can openers, tables, counters, and refrigerators.

FIFO (First In First Out) — method of rotating food items to ensure that the oldest stock items are the first items used.

Food contact surfaces — surfaces of equipment and dishes that come into contact with food or the customers mouth; includes surfaces onto which food may drip, drain, or splash.

Foodborne illness (food poisoning) — illness that results when people eat food contaminated with bacteria, viruses, chemicals, or other harmful substances.

Non-potentially hazardous foods — foods in which bacteria does not easily grow.

Potentially hazardous foods — foods that support the rapid and progressive growth of bacteria; require temperature control to be safe for consumption.

Ready-to-eat — foods that are in a form that is ready to serve to customers.

Sanitize — to reduce the amount of bacteria and viruses on an item to safe levels; to kill or prevent the growth of bacteria and viruses by using heat or chemicals.



SAFE FOOD HEALTHY CUSTOMERS

A Handbook for Food Workers

Offered By

SPRINGFIELD-GREENE COUNTY HEALTH DEPARTMENT
ENVIRONMENTAL HEALTH DIVISION



Springfield-Greene County
Health Department
Helping people live longer, healthier, happier lives

320 E. Central Street, Springfield, MO 65802

Springfield-Greene County 417-864-1017

<http://health.springfieldmo.gov>

The information provided in this handbook is intended to convey general information to food handlers. This does not represent all regulations provided for in the City of Springfield or in the Missouri 2009 Food Code, which was adopted by the City of Springfield and put into effect in 2013.

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Acknowledgements

This booklet is a modified reproduction of the

Handbook for Food Handlers

produced by the Tulsa City-County Health Department.

Glossary

Biological agents — bacteria, parasites, viruses, and fungi (mold) that can grow and survive in certain types of food and on surfaces of equipment and dishes. Bacteria can be killed by proper cleaning and sanitizing.

Calibrate — process to determine if a thermometer is set at the correct mark to give accurate temperature readings within + or - 2°F, and then to make the necessary adjustments if it is not accurate.

Clean — to be free of visible soil, dirt, food or soap.

Concentration — the amount of chemical present in a volume of water.

Contaminate (contamination) — to introduce bacteria, chemicals, or other harmful substances into food or onto food contact surfaces.

Cross contamination — to transfer or re-introduce bacteria, chemicals, or other harmful substances into or onto food or food contact surfaces after a food has been cooked or is ready to be served to the customer.

Danger Zone — temperature range in which biological agents can survive, reproduce, and grow; temperatures between 41°F and 135°F.

Dishes — within this handbook, dishes shall mean items used to store, serve, prepare, transport or dispense foods. This includes items such as utensils, tableware, plates, bowls, glasses, pots, pans, and all food contact parts of equipment.

Pests Control

The best defense against pests in the establishment is a regular cleaning and sanitizing schedule.



Common Pests . . .

All pests are a serious health hazard because they leave disease-causing germs on food and food contact surfaces. A few common pests found in restaurants are:

Cockroaches



Flies

Ants

Rats and mice

Prevent Infestation . . .

- ◆ Schedule thorough cleaning and sanitizing of the establishment and immediately clean up spills.
- ◆ Seal all cracks in floors, walls, and ceilings.
- ◆ Fill or cover all holes around pipes.
- ◆ Keep doors and windows tightly closed. **Do not** prop open the back doors or drive-through windows.

If pests become a problem, a licensed pest control company should be used.

REQUIRED FOOD HANDLING PRACTICES

CONGRATULATIONS!

You are taking the first step in learning how to safely prepare and serve food.

Your customers, family, and friends can get sick if they eat contaminated food. This is called “**food borne illness**” or “**food poisoning**”. Contamination hazards include:

- Biological agents (bacteria, viruses, parasites);
- Chemical agents (pesticides, cleaning supplies); or
- Physical agents (dirt, broken glass, hair)

Illness may range from mild flu-like symptoms to more serious complications, and can even lead to death.

This book and your attendance in the **Food Handlers Training Class** (schedule back cover of this book) will give you information about how to protect yourself and others. You will learn about areas like:

- Hygiene and Employee Responsibilities
- Food Temperatures and Food Protection
- Food Preparation and Processes
- Cleaning and Sanitizing

If you have any questions, please call our offices: Springfield-Greene County Health Department at (417) 864-1017.

Wash Your Hands!!!

Correct and frequent handwashing is very important to prevent dangerous bacteria and viruses (germs) from being spread. Most bacteria that make people sick are transmitted to food by your hands.

Diseases such as Hepatitis A and Shigellosis are spread because people do not wash their hands after going to the restroom. This is called fecal-oral transmission.

Use the Right Method of Hand Washing . . .

Use only the hand sink — not the food, dish, or mop sink

Use soap and warm running water

Rub hands briskly together for 20 seconds

Wash all surfaces, including

- ◆ back of hands
- ◆ between fingers
- ◆ wrists
- ◆ under fingernails



Use a fingernail brush, if available

Rinse well

Dry hands with a paper towel, **then turn off** the water with a paper towel

Remember! Always Wash Your Hands Before Returning to Work!

General Cleaning



Cleaning never stops. A daily schedule should be used to make certain that all areas are cleaned including walls, ceilings, and floors. Food contact surfaces, equipment, and customer tables should be cleaned as they are used. Food contact surfaces shall be rinsed and sanitized after cleaning. Chemicals, such as bleach or pesticides, are used to keep the establishment clean, sanitary, and free from pests.

Wiping Cloths . . .

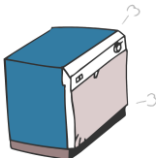
- ◆ Use bucket of hot soapy water to clean and remove visible residue.
- ◆ Use a bucket of lukewarm water to make sanitizer solution, as described on page 24, to reduce bacteria on surfaces.
- ◆ Store wiping cloths in a clean sanitizing solution. Never add soap to the solution.
- ◆ Use a separate wiping cloth for cleaning up after raw meats.
- ◆ Never use wiping cloths to clean hands or face.



Chemicals . . .

- ◆ **Never** store chemicals, soaps, or pesticides with or above food, utensils or equipment.
- ◆ Label everything clearly. It is best to keep chemicals in their original bottles or boxes.
- ◆ Read and follow the directions for use.

Machine Dishwashing



There are two types of commercial dishwashing machines:

Hot water sanitizing machines
Chemical sanitizing machines

Washing Dishes in a Machine . . .

1. Check the machine to make sure it is clean and in good operating condition.
2. Scrape leftover food and debris into the garbage. Pre-soak dishes that have dried food left on them.
3. Load items into the machine, making sure not to overload the machine.
4. Air dry items before storing them. Never use a towel for drying.
5. To make sure that the items are properly sanitized, always use a thermometer to check the water temperature or a chemical test strip to check the concentration of the solution.

Chemical Solutions

Chemicals must be mixed correctly and soap should never be added to solutions used for sanitizing. To check that the concentration is correct, use an approved test strip for the chemical. The three approved chemicals used for sanitizing with correct concentrations are:

Chlorine (bleach)	50 ppm to 100 ppm
Iodine	12.5 ppm to 25 ppm
Quaternary Ammonia.....	200 ppm

When is the Right Time for Hand Washing?

After going to the restroom

After eating, drinking, or smoking

After touching your hair, face, or other body parts

After blowing your nose, coughing, or sneezing

After taking a break



Also. . .

Before putting on disposable gloves

Before touching any food

Before touching utensils used to prepare food

After touching raw meats, fish, or poultry

After taking out the trash or handling garbage

After cleaning, sanitizing, or using chemicals

Nothing Takes the Place of Hand Washing!

Sanitizing lotions or hand dips may be used **after** correctly washing your hands, but may **never** be used in place of hand washing.

Gloves may be used as a barrier between bare hands and ready to eat foods, but may **never** be used as a substitute for hand washing.

REMINDER:

Always wash your hands...**before** starting work, **after** taking a break, or **when** entering the kitchen.

Don't Work Sick!!!

If you are sick, germs can spread to anything you touch — food, dishes, counters, utensils, pots, pans, and other people.

Do Not Work If You Have . . .

Diarrhea

Vomiting

Jaundice (yellowing of eyes and skin)

Sore throat with a fever

Or have been diagnosed with Hepatitis A, E coli, Shigellosis, Salmonella, Norovirus or any food-borne illness (Tell your supervisor and call the Springfield-Greene County Health Department right away at 864-1085)

Duties May be Changed . . .

If you must go to work, or become ill while at work, report to your supervisor immediately.

If you have an infected cut, burn, boil or sore on your hand, do not work with food or touch clean dishes or equipment.

Bandage the infected area, and wear a glove over it.

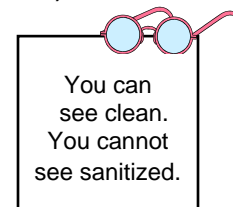
Duties may be assigned that do not involve handling food until the illness or infection is gone, including:

- ◆ Taking out the trash
- ◆ Mopping and sweeping floors
- ◆ Cleaning the restrooms and lobby
- ◆ Taking dirty dishes back to the kitchen
- ◆ Being the hostess or cashier



CLEANING & SANITIZING

Clean and sanitize do not mean the same thing. Clean means free of visible soil (dirt, soap, food). Sanitized means free of harmful contamination (bacteria, viruses). All food contact surfaces of equipment and dishes must be cleaned, rinsed and then sanitized with either heat or chemicals.



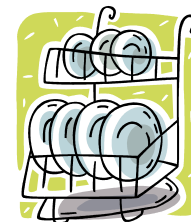
Manual Dishwashing

When equipment and dishes (utensils, tableware, pans) are washed by hand, they must be washed in a three-vat sink unit.

Before washing items by hand, clean and sanitize all sinks and work surfaces the items will touch.

Washing Equipment & Dishes by Hand . . .

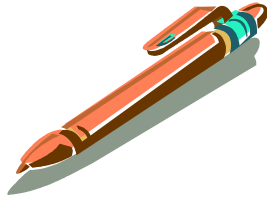
1. **Scrape** leftover food and debris into the garbage.
2. **Wash** the items in the **first sink** with hot, soapy water.
3. **Rinse** items in the **second sink** with clean, warm water.
4. **Sanitize** items in the **third sink** with warm water and a chemical sanitizing solution. Use a test strip to make sure the chemical concentration is correct. Items must be immersed for at least 30 seconds.
5. **Air dry** all items before storing them. Do not use a towel for drying or for placing under dishes while drying.



Date Marking

If a food is:

- ◆ Potentially hazardous
- ◆ Ready-to-eat
- ◆ Going to last more than 24 hours (leftover)

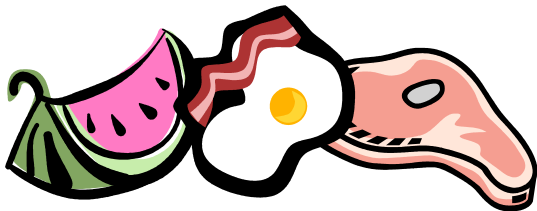


Then it must be dated marked. This date will indicate when the food must be eaten by or thrown away and must be written clearly on the packaging.

Six additional days added to the day prepared or opened and held at 41°F degrees or less.

Today's Date						
1	2	3	4	5		
6	7					
Throw Away Date						

Commercially prepared salads no longer need to be date marked once opened. Instead go by manufacturer's use by date.



Person in Charge (PIC)

The operator of a restaurant must choose someone to be in charge of the business during all hours.

This person must understand:



- ◆ Prevention of food borne diseases
- ◆ Employee personal cleanliness & health
- ◆ Sanitation practices
- ◆ Time/Temperature relationships
- ◆ HACCP principles –hazard analysis of critical control points

Eating, Drinking, Smoking

In food preparation areas, food workers **may not**

Eat,

Drink (unless drink is in a cup with a lid and straw)

Smoke (or use other tobacco)

These activities can contaminate food when the employee touches their mouth or other body parts and then touches food. Employees must go to areas like break rooms, lobbies, or outside the restaurant for these activities.

Springfield's Smoke-Free Act of 2011 prohibits smoking in all enclosed places of employment, all enclosed public places and within five (5) feet of outside entrances and working windows.

H

Hygiene

Food workers are the greatest source of contamination of food. Harmful bacteria and viruses are found on all parts of the human body, including hair and clothes. Bathe daily and go to work clean. Wear clean clothes (uniforms) daily. While at work, **do not wipe** hands on clothing or aprons. Aprons should be changed when dirty.

H

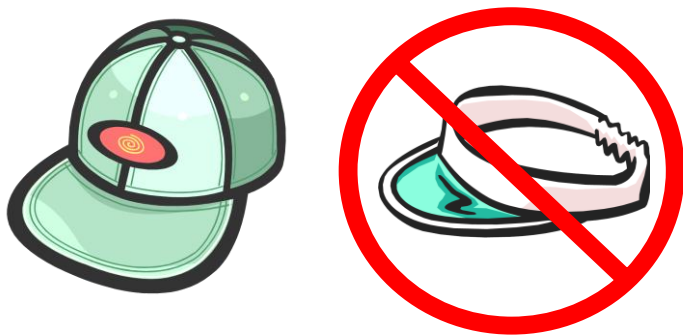
Hair Restraints

Hair must be covered.

Approved methods of covering hair include hairnets and caps. Visors are **not** an acceptable hair restraint as they will not prevent hair from getting into food and will not prevent the employee from touching her/his hair.

Beards with **(over 2-3 days growth)** must also be covered (hairnet or beard net).

Remember: A hair covering is required for all personnel working in the kitchen, regardless of title.



U

Using Time as a Control

Time and temperature are the two most important things in preventing food borne illness. This is why the food code states that foods must be held at set temperatures and only for a limited time.

Time as a Control for foods removed from heat source

- ◆ The food shall have an internal temperature of 135°F or greater when removed from the heat source.
- ◆ Once the food is removed from the heat source, it can only be served for four (4) hours.
- ◆ The food must be marked with the time that is four (4) hours past the time it was removed from temperature control.
- ◆ At the end of the four (4) hours, any leftover food must be thrown away.
- ◆ Once food has been removed from temperature control it cannot be returned to temperature control.

Time as a Control for foods removed from the refrigerator

- ◆ Once the food is removed from temperature control of 41°F, it can only be served for six (6) hours during which time it may not exceed 70°F.
- ◆ The food must be marked with the time that is six (6) hours past the time it was removed from temperature control.
- ◆ At the end of the six (6) hours, any leftover food must be thrown away.
- ◆ Once food has been removed from temperature control it cannot be returned to temperature control.

The food establishment must have a written policy in place stating what foods are monitored using time as a control and how it is done.

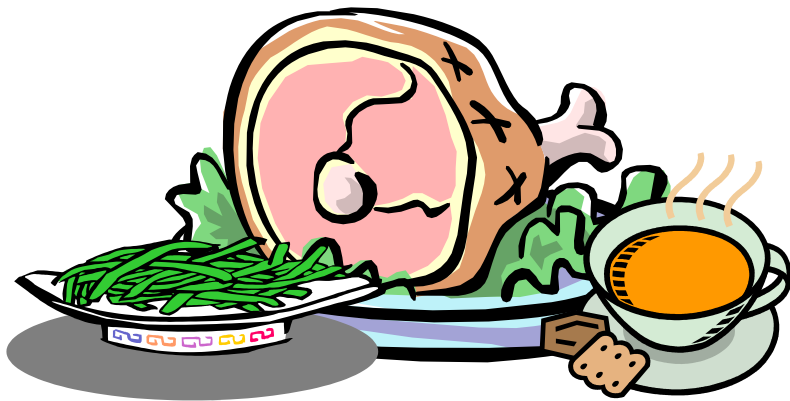
R

Reheating

Food sometimes will be reheated after it has been cooled. This is known as a leftover. If the food is to be reheated for hot holding purposes then the following conditions apply:

- Reheat the food to 165°F within 2 hours
- Never use steam tables or crock pots to reheat because they won't meet the 2 hour rule
- Reheat food in small batches and stir often (especially when using the microwave to reheat)
- Once reheated, hold the food on a steam table or other equipment capable of holding the food at 135°F.

REMINDER: If the ready to eat food is to be reheated for immediate service per customer order it may be served at any temperature.



J

Jewelry

Jewelry, including bracelets and watches, may not be worn on hands or arms when preparing food. This is because it is very difficult to remove food particles from stones or other settings. Bacteria can also grow very well in this environment.



Exception: Plain bands may be worn, or medical identification bracelets may be worn if the bracelet does not come into contact with food during preparation or service.

F

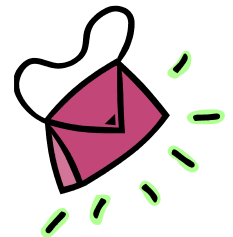
Fingernails

Fingernails must be trimmed, filed, and maintained so that the edges and surfaces are clean and not rough.

P

Personal Items

Personal items like coats, jackets and purses should be stored in an approved area away from where food is being prepared, or where food, dishes, equipment, or linens are stored.



Medicine should also be stored away from any food, clean equipment, or the food preparation areas. Severe illness, or even death, could occur if a customer eats food that is contaminated with medicine.

FOOD PROTECTION

Potentially Hazardous Foods (PHF)

Protecting food is important to prevent food borne illness (food poisoning). Illness can be caused when people eat food that is contaminated by bacteria. Bacteria grows easily on certain kinds of food, called:

Potentially Hazardous Foods

It is very important to keep these foods hot or cold to kill or limit the bacteria that can grow.

Examples include:

Cut leafy greens, cut tomatoes

Raw seed sprouts (alfalfa, bean)

Raw or cooked meat, poultry, or seafood

Milk products

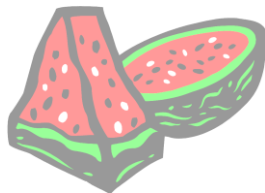
Raw or cooked eggs

Baked potatoes, cooked vegetables, rice, beans, or pasta

Cut, low-acid fruits and melons

Fresh herbs or garlic in oil

Any food that has any of the above ingredients



Cooling

Food must be cooled quickly! Do not let food set at room temperature, or stay in the **Danger Zone** where bacteria grows quickly. Cool foods from:

135°F to 70°F within 2 hours, and then
70°F to 41°F within 4 hours (a total of 6 hours)

- ◆ Cut large roasts and turkeys into smaller pieces.
- ◆ Place food in shallow metal pans with food not more than 4 inches deep. Very thick foods should be no more than 2 inches deep.
- ◆ Ice may be added to the food as an ingredient.
- ◆ Leave enough space around the pans for air to circulate (never stack hot pans together).
- ◆ Place food in refrigerator or freezer as soon as possible.
- ◆ Leave the pan uncovered until it has reached 41°F (place in an area to prevent contamination).

Ice Water Bath...

An ice water bath can also be used for cooling and works very well for liquid foods:

- ◆ Place the metal pot or pan into a sink or a larger pan.
- ◆ Fill the sink or larger pan with ice up to the level of the food in the pan. Add cold water to the top of the ice.
- ◆ Stir frequently to ensure that the product reaches the proper temperature.

Always use a clean and sanitized metal stem thermometer to check food temperatures during the cooling and reheating process!

Hot Holding

Food that has been cooked and will not be served immediately, must be maintained at **135°F** or above. Steam tables, soup warmers, and other heating units must be turned on and heated up before the food is placed into them.

- ◆ Place smaller amounts of food in heating units and refill the containers often.
- ◆ Cover pans to keep the food hot.
- ◆ Regularly stir food to distribute heat.
- ◆ Never mix raw food with cooked food.
- ◆ Never add cold foods to hot holding units.



Cold Holding

For cold holding, food must remain at **41°F** or below. Store the food in a refrigerated unit or refrigerated serving unit. **Do not** let the food stand at room temperature because bacteria will grow.

- ◆ Cover food that is placed in a refrigerator to prevent contamination (except when cooling hot foods.)
- ◆ Put ready-to-eat cold foods in pans or on plates. Do not place food directly on ice.
- ◆ When ice is used to keep cold foods cold, the ice should come up to the level of the food in the container.

Check foods often with a clean and sanitized metal stem thermometer to make sure hot foods stay above 135°F and cold foods stay below 41°F.

Non-Potentially Hazardous Foods

Harmful bacteria do not grow easily on some kinds of food so they do not need to be kept hot or cold. When these foods are refrigerated, it is only to make the food taste better or last longer.

These kinds of food are called:

Non-potentially Hazardous Foods

Examples include:

Breads, bagels, crackers (low moisture content prevents growth of bacteria).

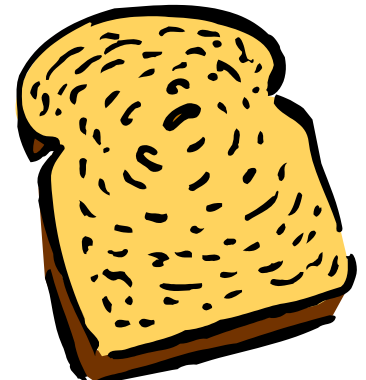
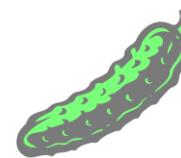
Mayonnaise — commercially-made only (high acid content prevents growth of bacteria).

Pickles (high acid content prevents growth of bacteria).

Ice

Fresh, uncut fruits and vegetables

Jams, Jellies and Honey



All foods, whether potentially hazardous or non-potentially hazardous, must be protected from coughs, sneezes, pests, chemicals, and other contaminants.

Danger Zone

Bacteria and viruses can be killed by cooking the food. Their growth can be controlled by keeping the food hot or cold. This is called temperature control.

What Bacteria Need to Grow . . .

Time

Temperature

Food (foods low in protein also a concern)

Moisture

Bacteria do not grow fast when the temperature of the food is colder than 41°F or hotter than 135°F. Temperatures between 41°F and 135°F are known as the **Danger Zone**.

When potentially hazardous foods are left in the **Danger Zone**, bacteria grow very fast and can produce heat stable toxins that can make people sick.

Checking food temperatures routinely is very important. If food is left in the Danger Zone for **four** hours or more, **throw it away!**



Cooking

Foods must be cooked to minimum temperatures to kill dangerous bacteria. The minimum internal temperatures of the foods must be held for 15 seconds.

It is impossible to determine the temperature of a product by looking at it or touching it. A clean, sanitary thermometer **must** be used to check product temperatures.

Listed below are the correct internal temperatures to ensure that the food is cooked safely:

165°F Poultry (chicken, turkey, duck, pheasant)
Meat with a stuffing
Anything stuffed with meat

155°F Ground meats (hamburger)

145°F Seafood
Pork
Fish and most other potentially hazardous foods

135°F Fruits & vegetables (if cooked for hot holding)

130°F Rare roast beef (with proper time restraints)

By Customer Request . . .

Vegetables, eggs, fish, ground beef, pork and other food may be served at a temperature less than the minimum required, or served raw, if the customer requests it.

Consumer advisories for these exceptions are required. Remember these foods must be marked by an asterisk on the menu. These items cannot be served in an establishment serving a high-risk population, such as a nursing home.

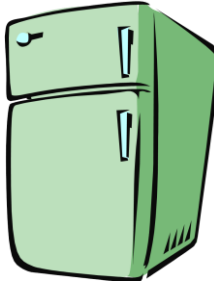


FOOD PREPARATION

Thawing

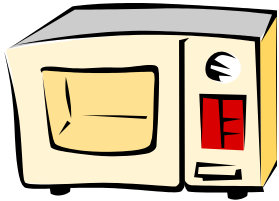
There are four safe ways to thaw foods:

1. **In the refrigerator.** This is the safest way, but it may take a few hours to a few days. Allow a day or more for large items such as turkeys and roasts.



2. **Under cold, running water.** Use a clean, sanitary sink, and remove the food as soon as it is thawed. **Do not** thaw food in warm water, hot water, or standing water.

3. **During the cooking process.** This works well with items like french fries, onion rings, or hamburger patties. It does not work well with large items.



4. **In a microwave oven.** Food must be cooked or served right away. This does not work well for large items.

Never thaw at room temperature!

Setting food on the counter or sink to thaw at room temperature is **unsafe** because it allows bacteria to grow rapidly.

Thermometers

Temperature control is very important to food safety. A thermometer must be used to make sure the food is cooked or held at the correct temperature. Two of the most common types of food thermometers are:

Metal stem thermometer

Digital thermometer

Small diameter probe thermometer (required when serving very thin PHFs such as thin meat patties)



How to Use the Food Thermometer...

Calibrate the thermometer.

Wash, rinse, and sanitize before and after each use.

Don't let sensor touch the sides or bottom of container.

Insert into the thickest part of the product, avoiding bone.

Wait 15 seconds to record the temperature.

Foods that are in the **Danger Zone** (40°F to 135°F) should be reported to your supervisor.

Calibrating Metal Stem Thermometers

- ◆ Insert stem into a cup of ice slush.
- ◆ Allow indicator to stabilize.
- ◆ Adjust calibration nut to 32°F while in ice slush.
- ◆ Digital thermometer and thermocouple units can also be checked for accuracy using this method.

Thermometers should also be used to check the temperature of refrigerators, freezers, and dishwashing machines. Check with your supervisor for the correct type.

Cross Contamination

Cross contamination is transferring bacteria or other harmful substances to food that has already been cooked or is ready to be served to the customer. (Example: Handling raw hamburger meat and then putting lettuce and tomatoes on the hamburger bun without washing your hands first.)

Any of the following things can transfer bacteria or other contaminants to ready-to-eat-food:

Your hands

Utensils, knives

Counters, cutting boards

Clothing (uniforms/aprons) and wiping cloths

Raw food drippings



How to Prevent Cross Contamination . . .

- ◆ Wash your hands between tasks, before touching clean utensils.
- ◆ Use a clean spoon each time you touch ready to-eat food, or taste food.
- ◆ Wash, rinse and sanitize utensils and all work surfaces after each task, especially after raw meat has touched the utensil or work surface.
- ◆ Keep cutting boards and utensils in good repair for easier cleaning.
- ◆ Store raw meat below ready-to-eat or cooked food.
- ◆ Store raw products separate from ready-to-eat products.
- ◆ Store ice in a covered self-draining container and keep ice used for drinks separate from ice used for cooling.

PROPER REFRIGERATOR STORAGE OF FOOD BY REQUIRED COOKING TEMPERATURE

Ready-to-eat foods



Vegetables and Pre-cooked foods - 135°F



Shell eggs, fish, pork and beef - 145°F



Ground or chopped meats - 155°F



Poultry and stuffed foods - 165°F



General Guidelines for Storage

- ◆ Food items should be stored at least 6" off the floor and away from the wall.
- ◆ Clean up all spills and remove trash and dirty packages.
- ◆ Rotate stock to use the oldest foods first (FIFO).
- ◆ **Never** store chemicals or cleaning supplies with food.
- ◆ **Never** re-use old cleaning or chemical containers to store food.

Dry Storage

- ◆ Cover dry foods.
- ◆ Keep all packages closed and dry.
- ◆ Storage areas should be clean and pest free.



Cold Storage

- ◆ Store cooked and ready-to-eat foods above raw foods to avoid contamination.
- ◆ Always cover foods for protection (unless cooling).
- ◆ Space pans of food in refrigerated units far enough apart to allow air to flow around pans. Avoid putting too many hot pans into unit.
- ◆ Check food temperatures (see page 19 for cooling requirements).
- ◆ Refrigerated units must be able to maintain foods at 41°F.
- ◆ Use an approved thermometer in refrigerated units to ensure the correct temperature.

Don't Touch Ready-to-Eat Foods

Food that has been prepared and is ready to be served to the customer should not be touched with bare hands. Eliminating bare-hand contact with ready-to-eat food will prevent bacteria from being re-introduced into food. Handle these foods with utensils (scoops, tongs, ladles), deli tissues or single-use gloves.

Gloves used to avoid bare-hand contact with food must be single-use, disposable gloves.

Employees must **always**:

- ◆ Wash their hands before putting on gloves and when changing into a new pair of gloves.
- ◆ Change gloves as soon as they become soiled or torn.
- ◆ Change gloves before beginning a new task.

If utensils used for handling potentially hazardous foods are stored at room temperature between uses, they must be washed and sanitized every four hours. This includes slicers and cutting boards.

Gloves should be treated like any other utensil. Once the food-handling task is completed, the gloves must be removed.

Never wash or rinse gloves!

Take them off, throw them away, wash your hands, and put on a new pair.

Service

Employees can protect the food by conducting good hygiene and food service practices.

- ◆ Follow hygiene and hand washing procedures outlined on page 1.
- ◆ **Never** touch the mouth-contact areas of glasses and cups, or the food-contact surfaces of plates or tableware.
- ◆ **Never** stack cups or bowls while serving to prevent contamination.
- ◆ Use ice scoops or ice tongs and store handle of scoop or tongs out of ice. Do not scoop ice with a glass or any other container without a handle. The glass could break, and running your fingers through the ice contaminates it.

Re-Service

The only items that may be taken from one customer's table and served to another customer are unopened, sealed packages of food. This includes items like wrapped crackers and packets of honey, jelly, sugar, sweeteners, creamer, ketchup, or mustard. Condiment bottles such as ketchup and steak sauce may also be taken from table to table.



If a customer leaves food on a plate, it **must be thrown away**. Unused food, such as chips, rolls and bread, may **not** be served to another customer.

FOOD RECEIVING & STORAGE

Sources

All food served to customers must come from approved sources (suppliers, wholesalers, or distributors).

Meat, poultry, and eggs must be inspected by the Missouri State Department of Agriculture or by the United States Department of Agriculture.

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Milk must be pasteurized before it can be served to customers.



Shellfish must have certification tags telling where it came from and when it was harvested.

Food prepared for the public must be made in a kitchen that has been approved by **The Health Department**. The food may not be prepared or stored in someone's home.

Inspect all food on delivery to make certain that it is safe, undamaged, and within the correct temperature ranges. Do not accept food that is in the **Danger Zone**, has an unpleasant odor, is moldy, or canned goods that are damaged or swollen.

